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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am a residential customer of locally-based competitive broadband provider and I depend on this service. Please maintain access to UNE services for all broadband internet service providers.

In 2006 our phone line went down for two days. When the service was restored, our DSL line had been cut off. After staying on hold for 18 hours (my husband, daughter, and I all taking shifts), we were informed that our internet service could not be restored for at least another two weeks. The large company that provided our internet service was inaccessible, and tech support was nonexistent (we had to explain to tech support how to implement their own system). Even then, we needed broadband internet service for school and work. So I looked up internet service providers in the phone book and was happy to find there were two competitive providers that offered service in my area. I chose the one that answered my phone after 2 rings. In the following 12 years I have never been on hold for more than 5 minutes and usually my requests for assistance are responded to immediately.

Broadband internet access allowed me to obtain an advanced degree, my younger daughter to attend online high school, and my husband to work from home when needed. My small, locally-based internet service provider is at the forefront of technological advances because the founder of the company is able to respond nimbly and quickly as broadband internet technologies change.

My local internet service provider represents the importance of maintaining a fair competitive environment for all broadband service providers.

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